

**Department of Social and Health Services
&
Department of Health**



**First Steps Program
CONTINUOUS QUALITY IMPROVEMENT**

APPENDICES

June 27, 2007



**STERLING
ASSOCIATES, LLP.**



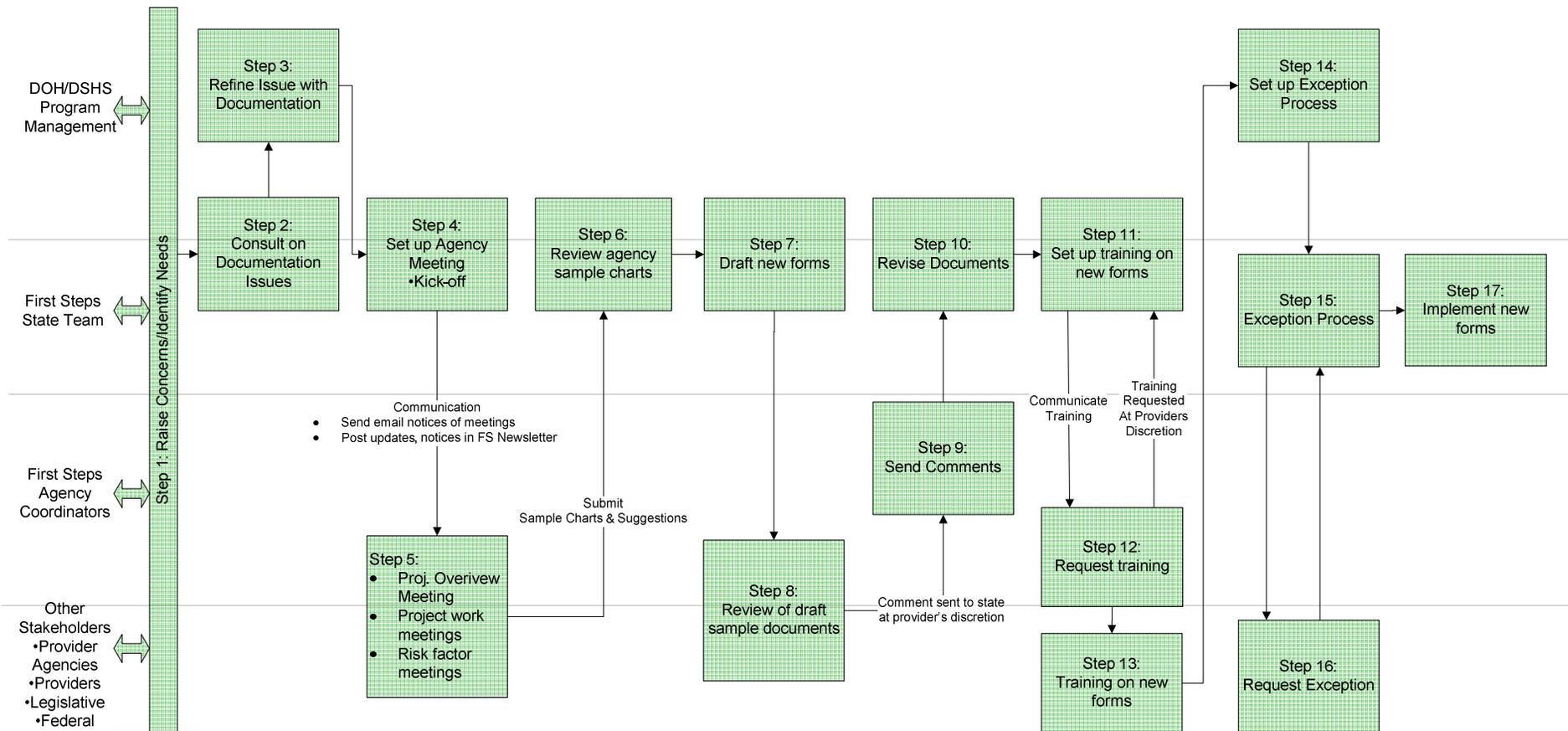
Appendix A

MSS/ICM Charting and Documentation Project “Current” Work Flow Process Charts



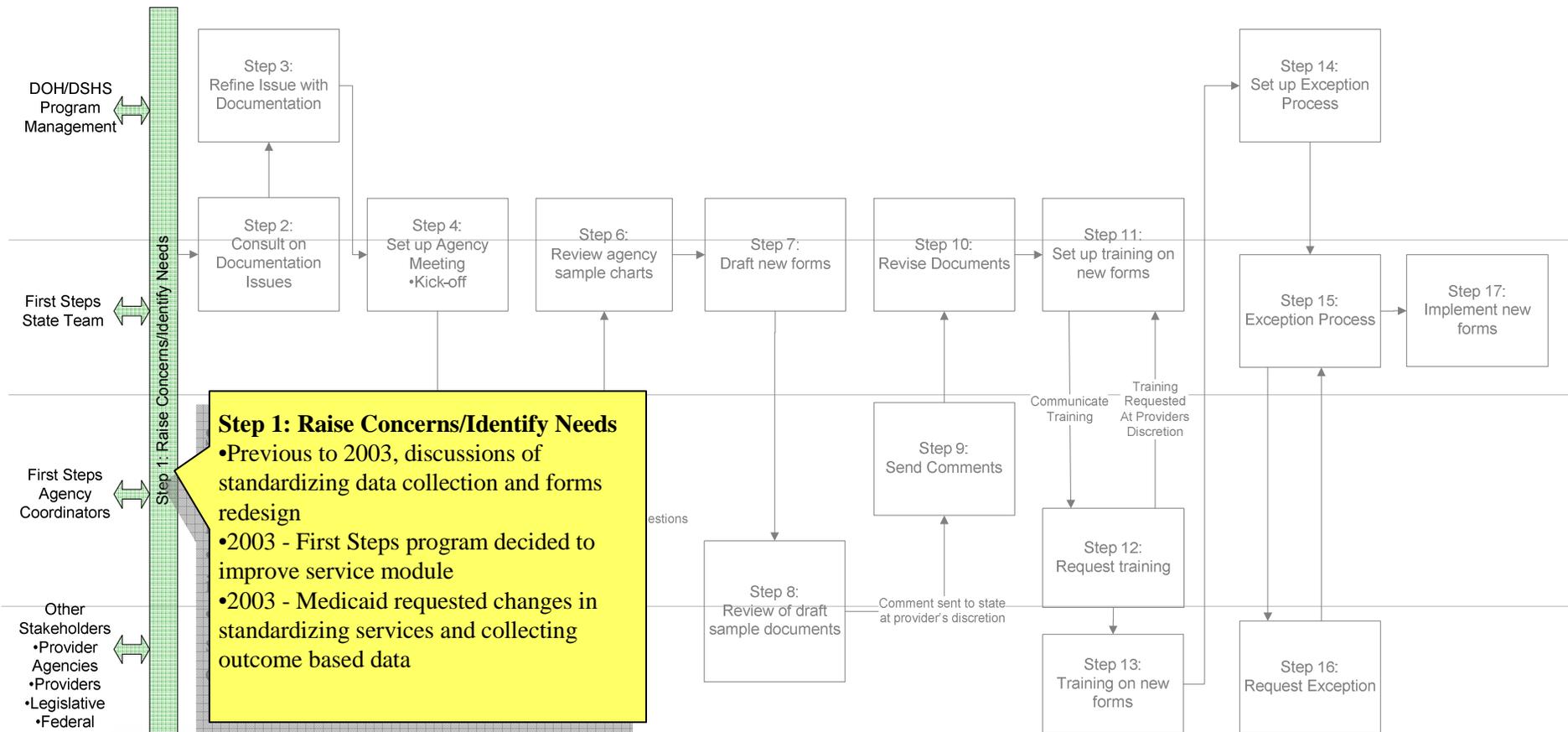
Appendix A - First Steps – Current Workflow Process

The following flow chart depicts the process used to implement the Documentation Project. Each step is called out in more detail on the following pages.



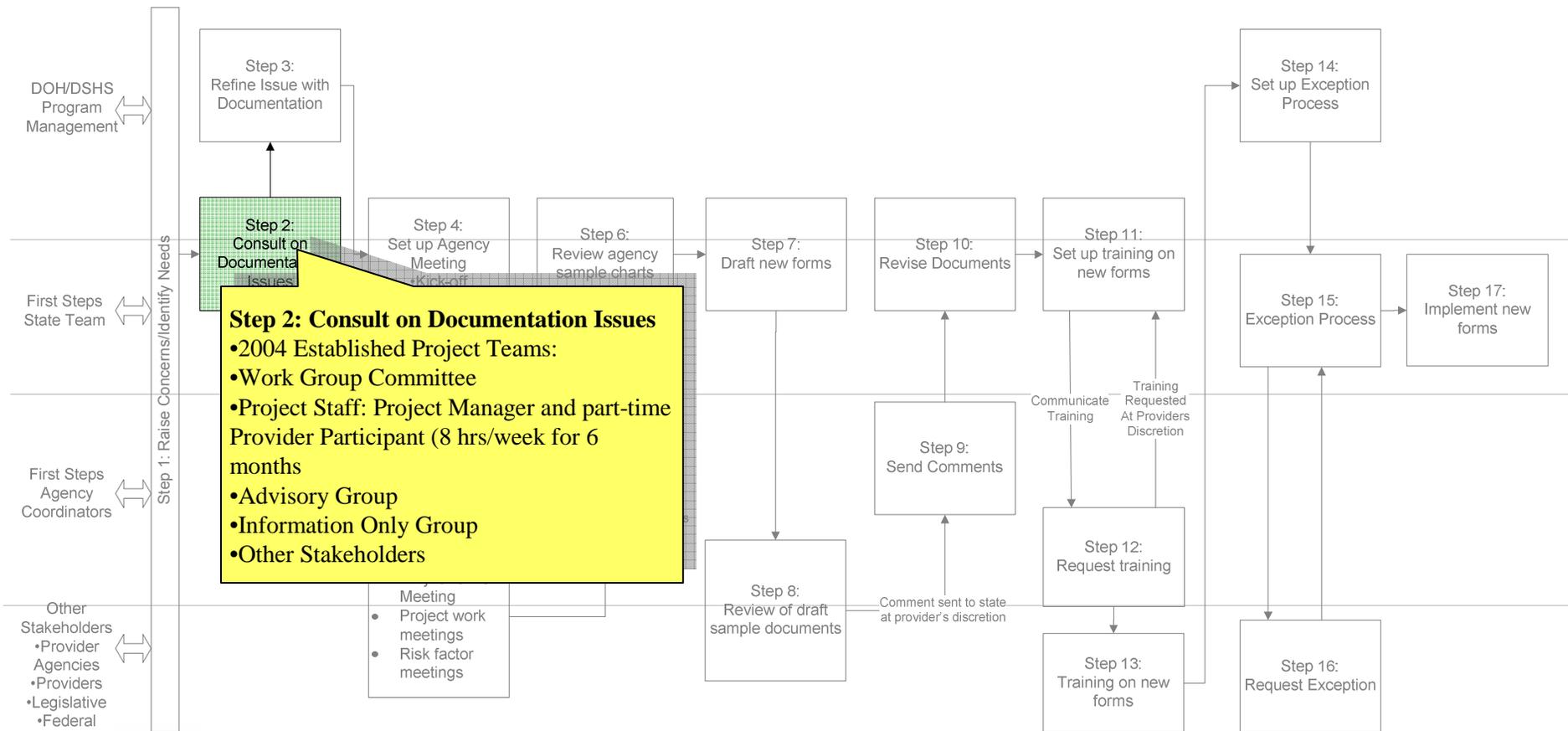
Appendix A - First Steps – Current Workflow Process (continued)

Standardized Documentation and Charting Implementation Process



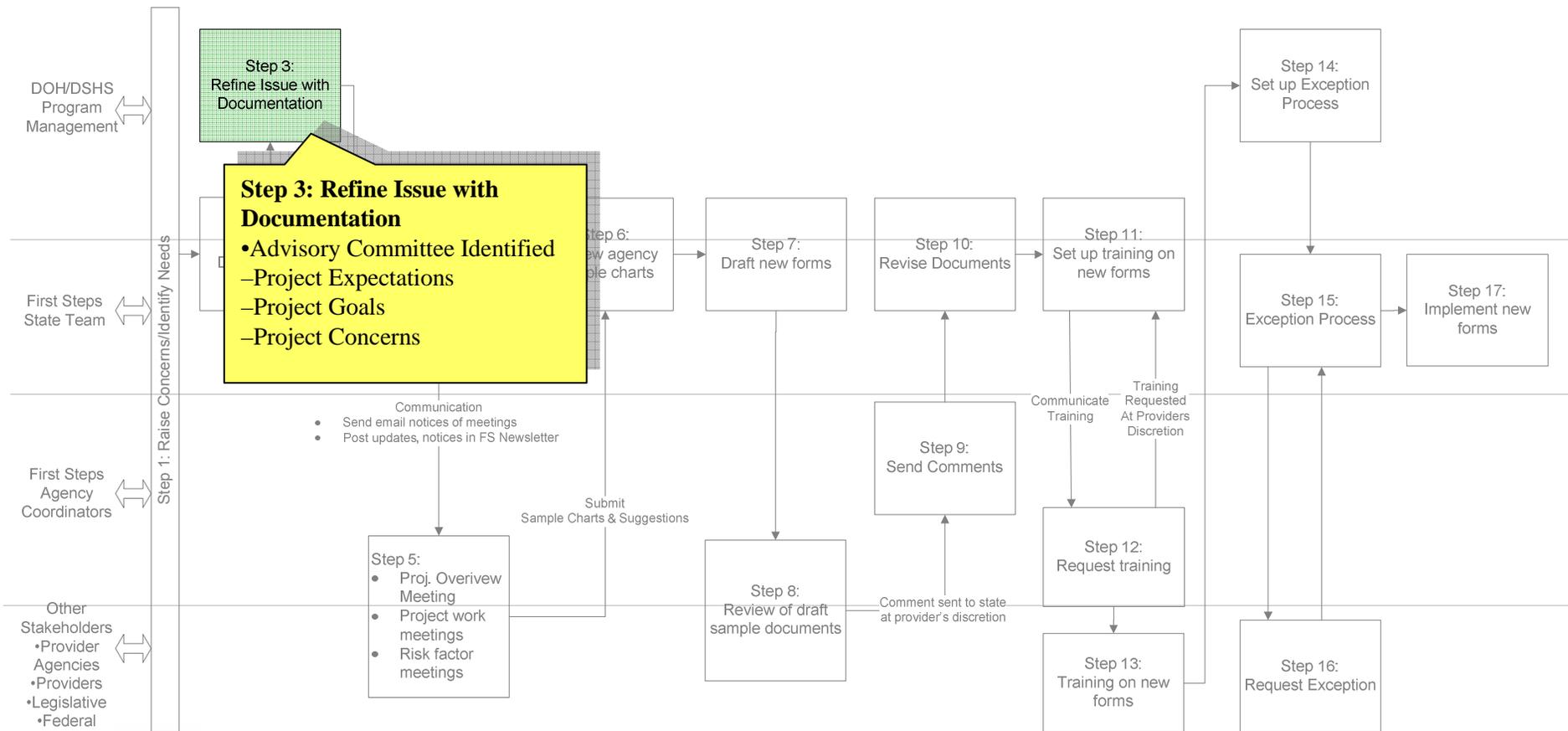
Appendix A - First Steps – Current Workflow Process (continued)

Standardized Documentation and Charting Implementation Process



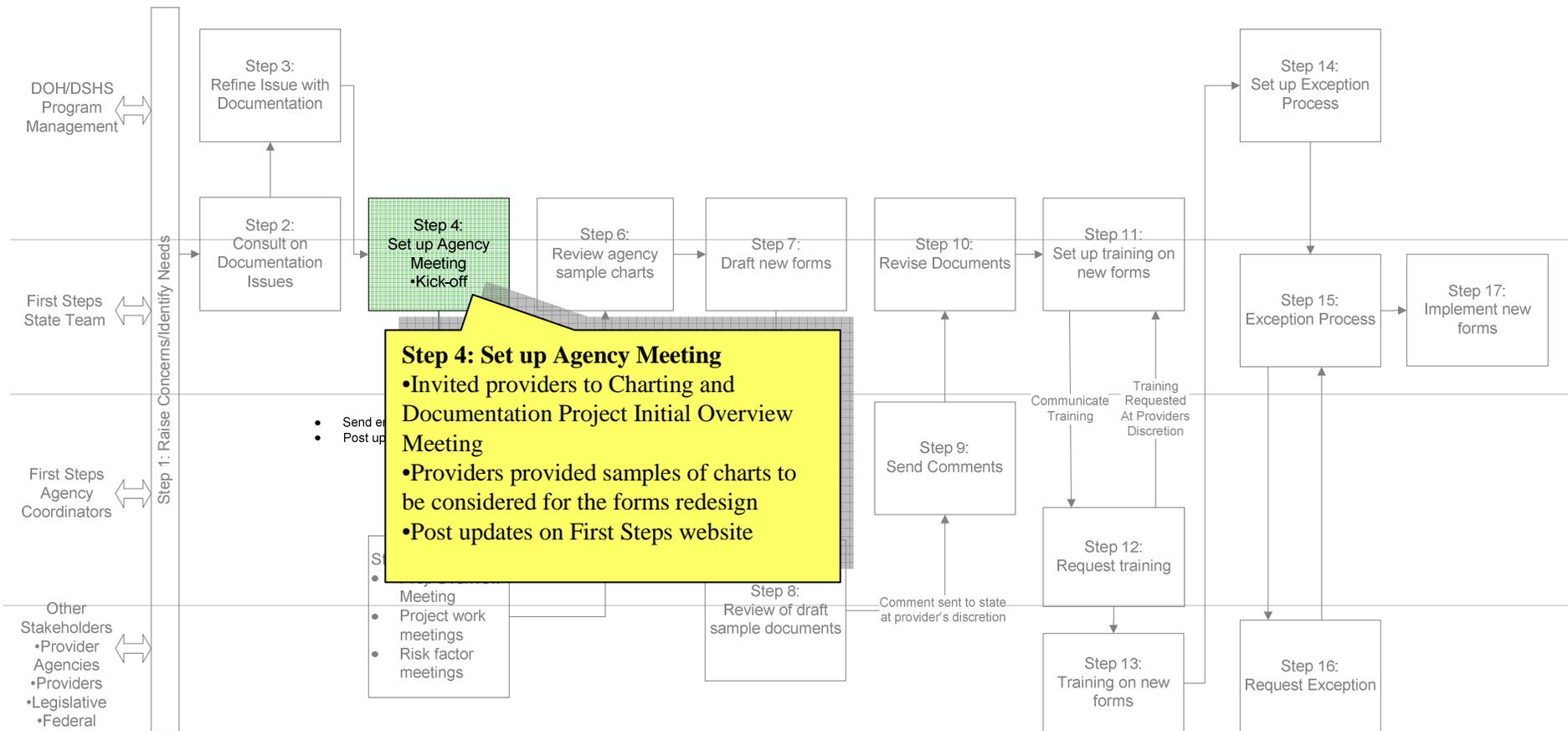
Appendix A - First Steps – Current Workflow Process (continued)

Standardized Documentation and Charting Implementation Process



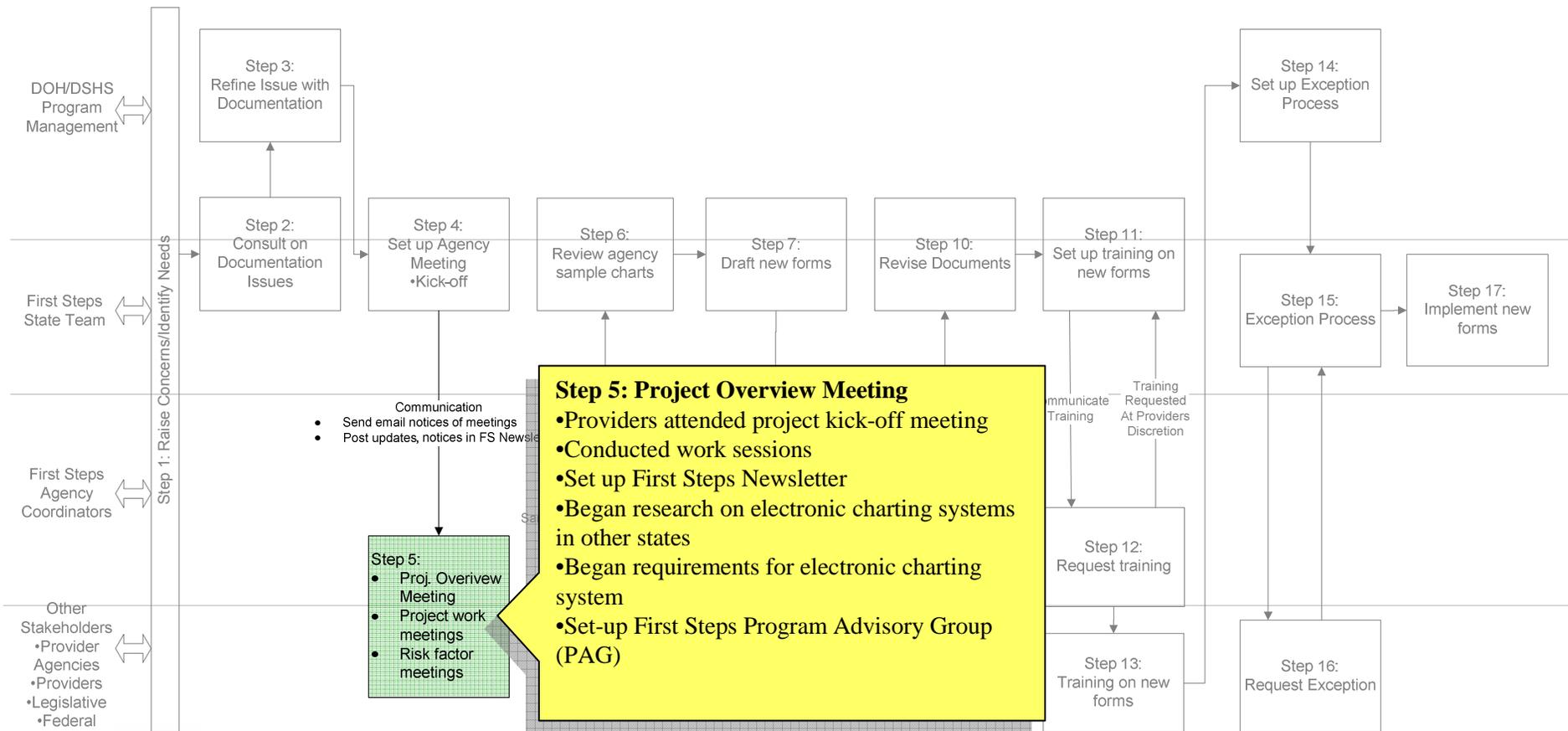
Appendix A - First Steps – Current Workflow Process (continued)

Standardized Documentation and Charting Implementation Process



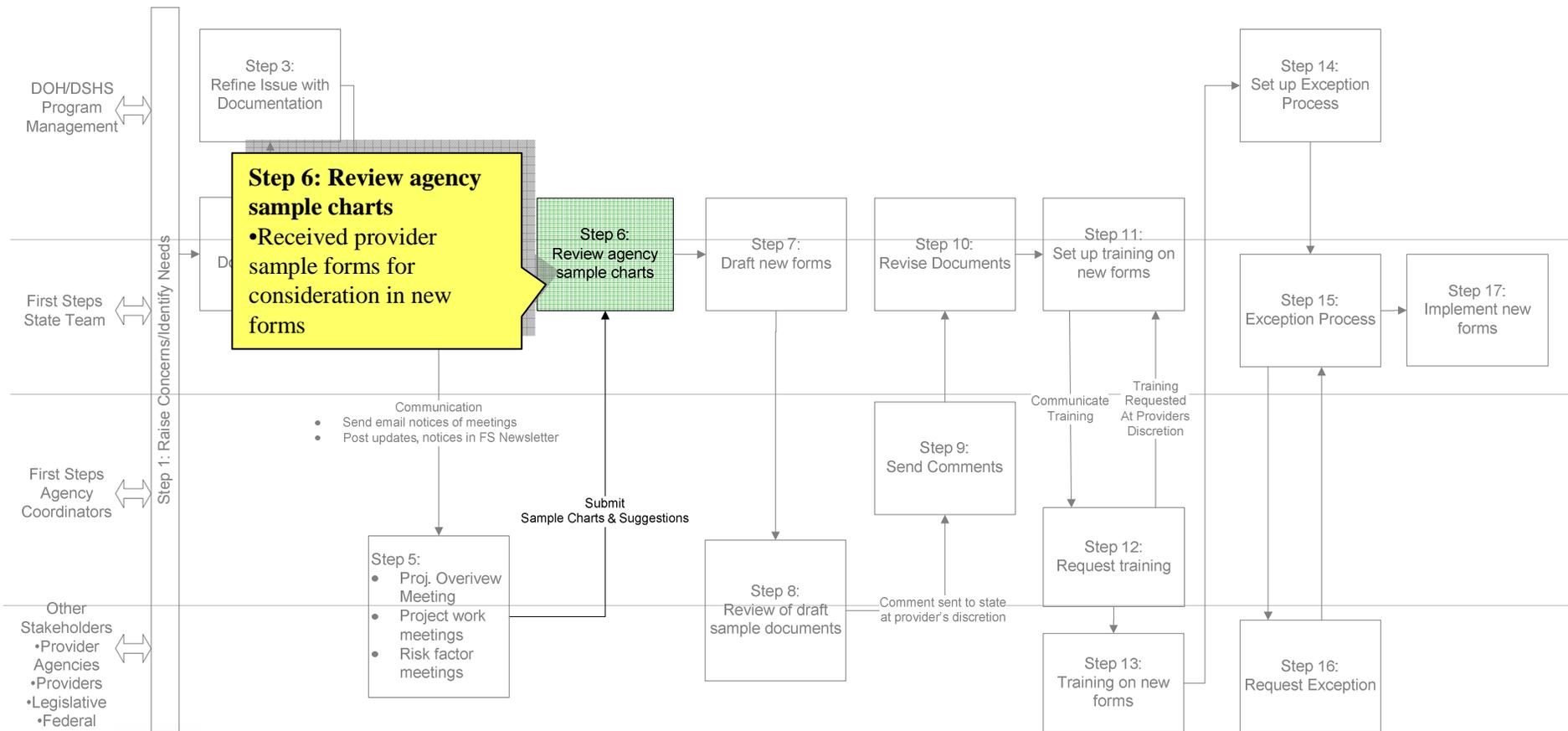
Appendix A - First Steps – Current Workflow Process

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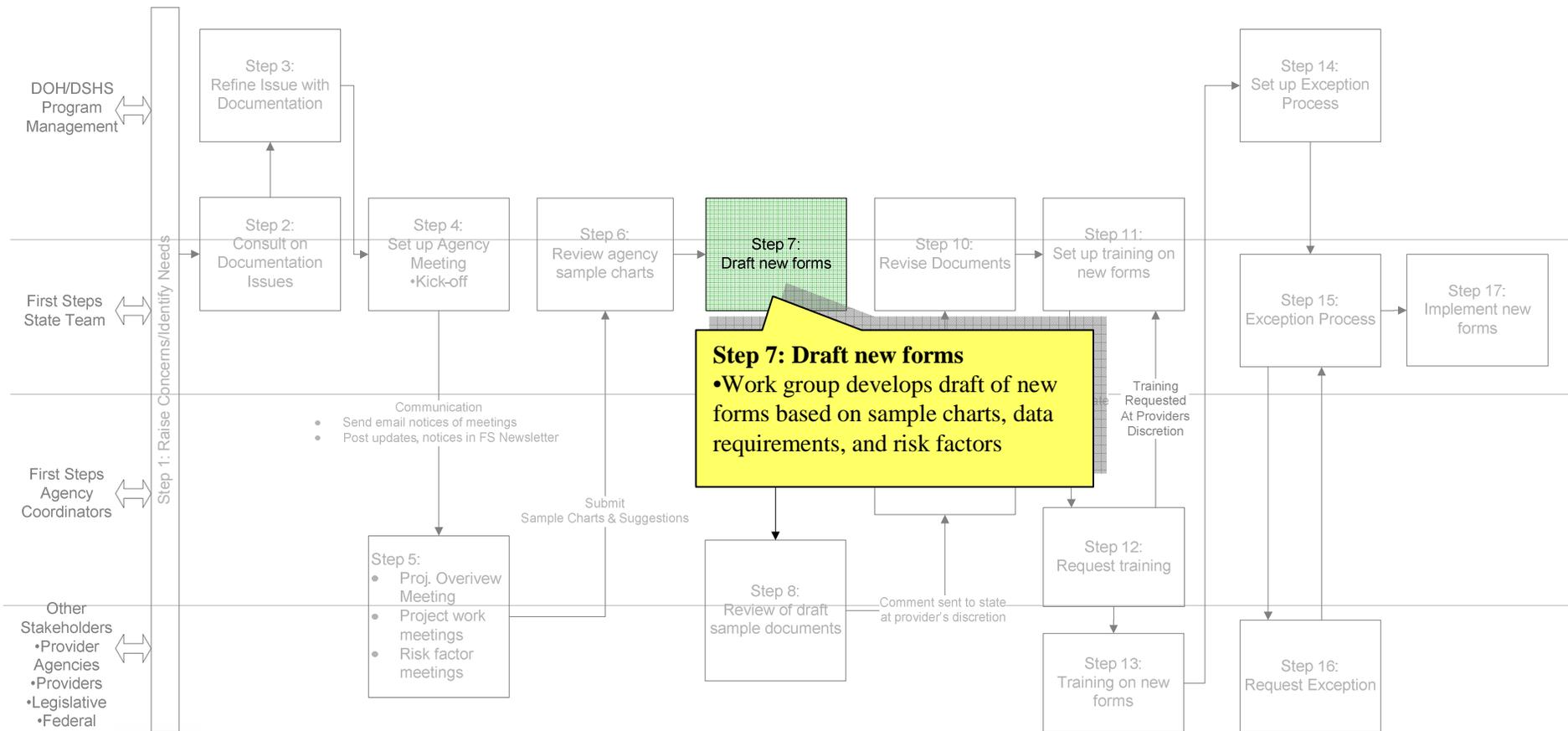
Appendix A - First Steps – Current Workflow Process (continued)

Standardized Documentation and Charting Implementation Process



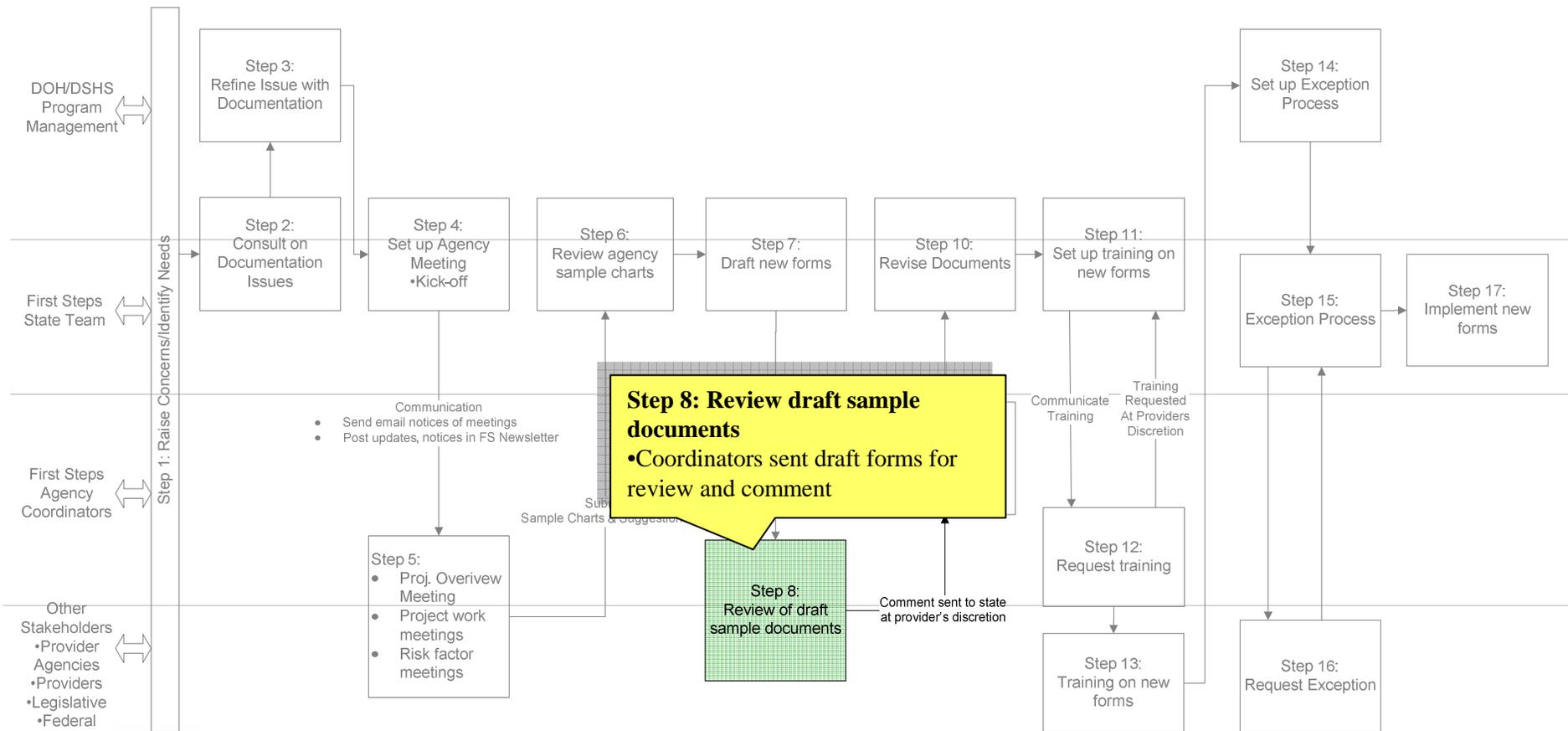
Appendix A - First Steps – Current Workflow Process (continued)

Standardized Documentation and Charting Implementation Process



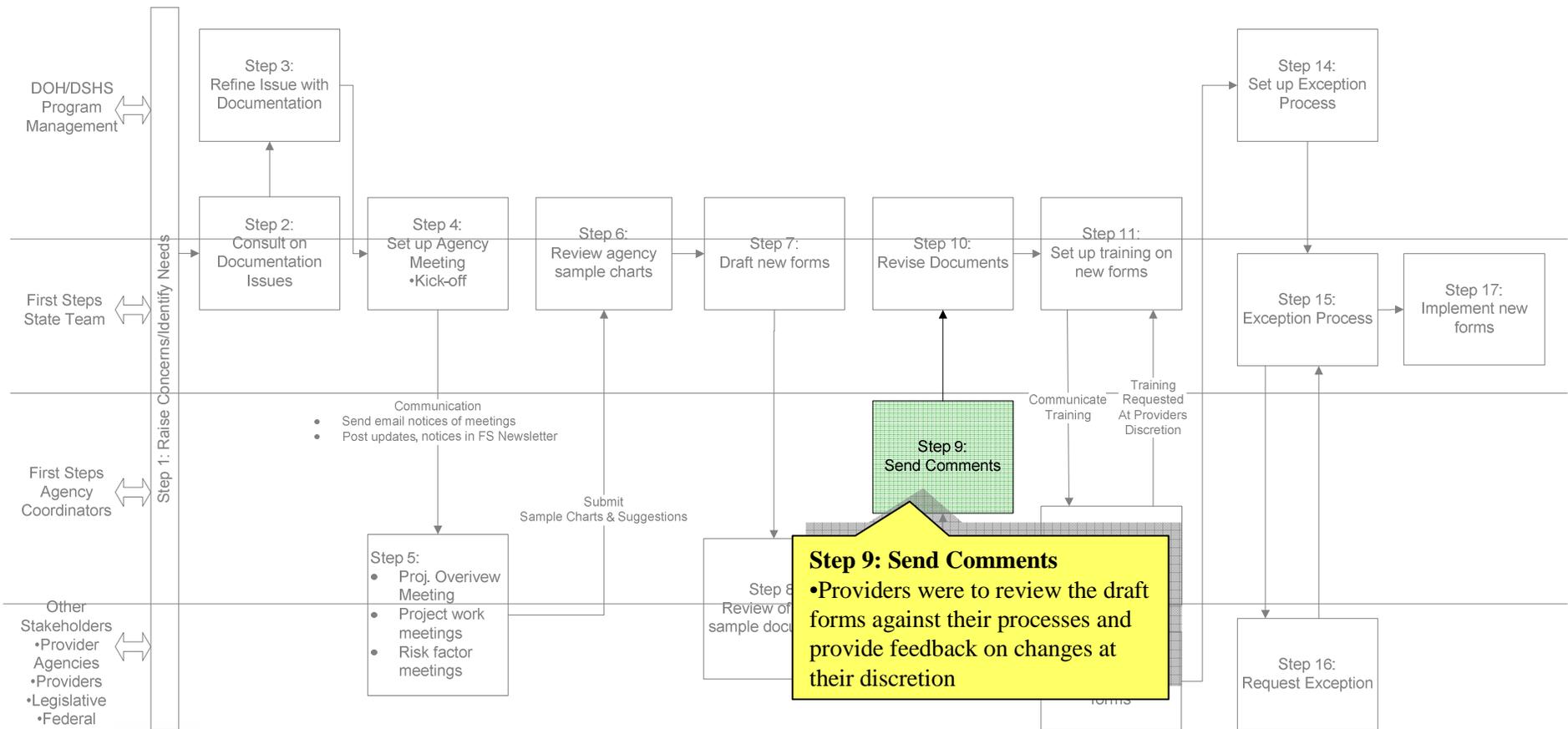
Appendix A - First Steps – Current Workflow Process (continued)

Standardized Documentation and Charting Implementation Process



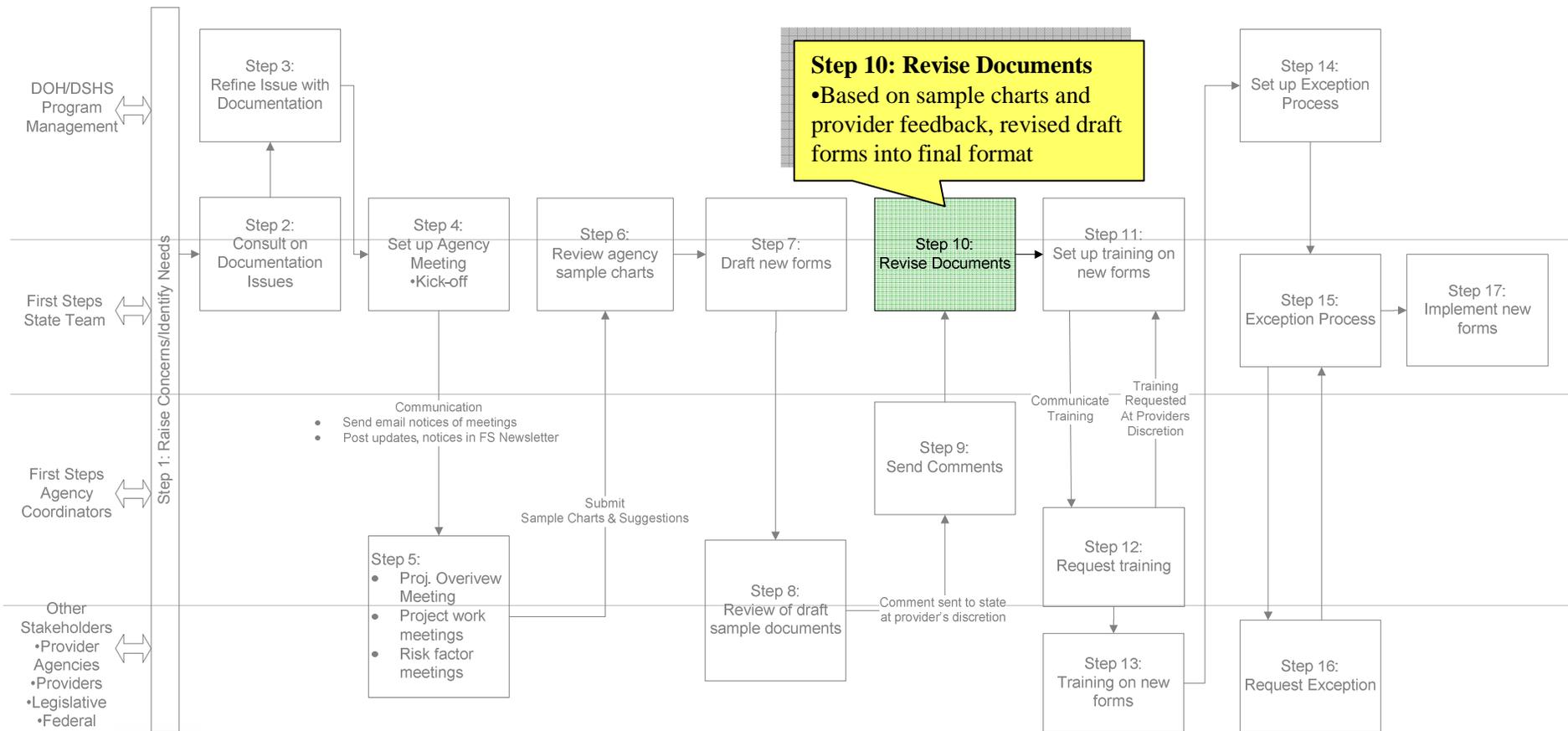
Appendix A - First Steps – Current Workflow Process (continued)

Standardized Documentation and Charting Implementation Process



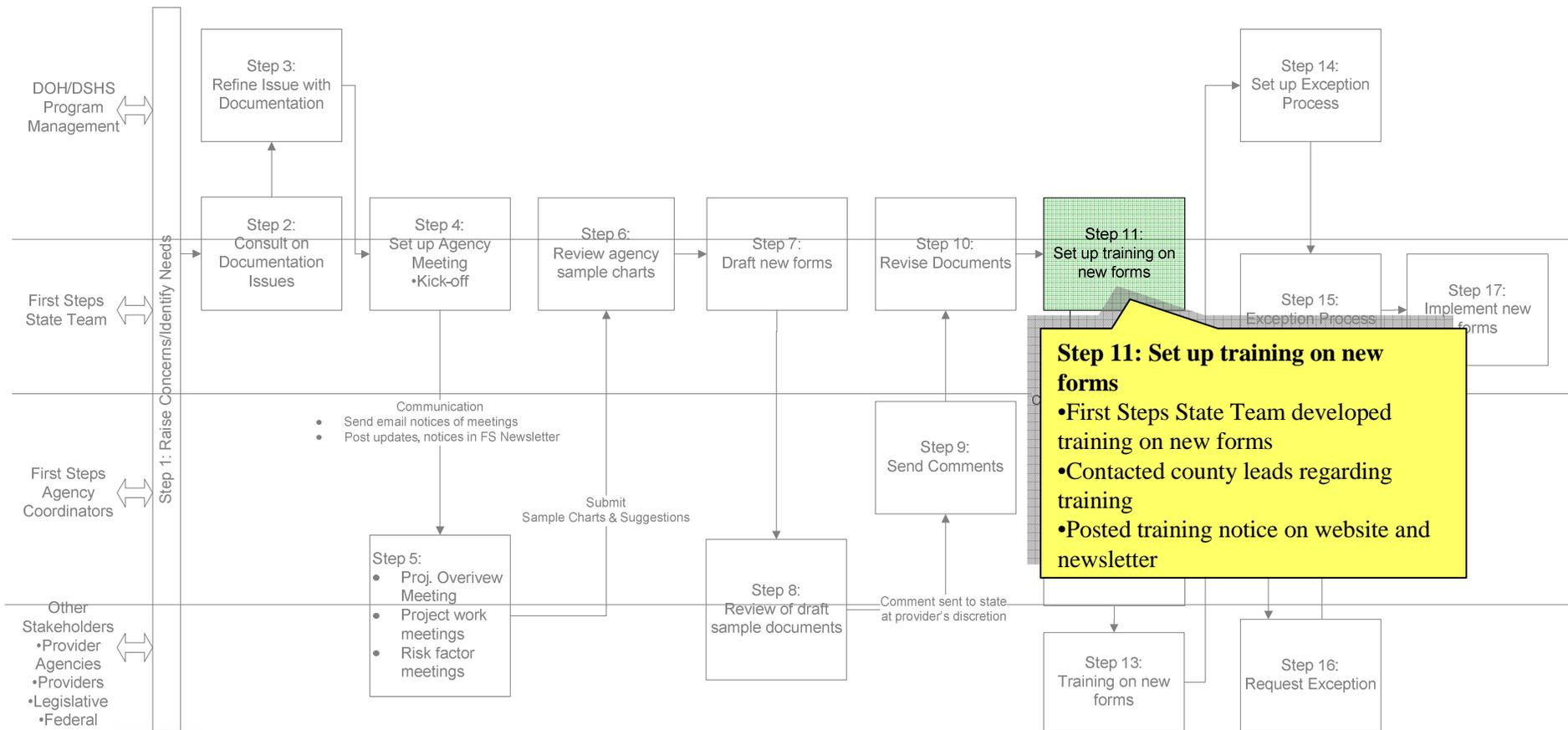
Appendix A - First Steps – Current Workflow Process (continued)

Standardized Documentation and Charting Implementation Process



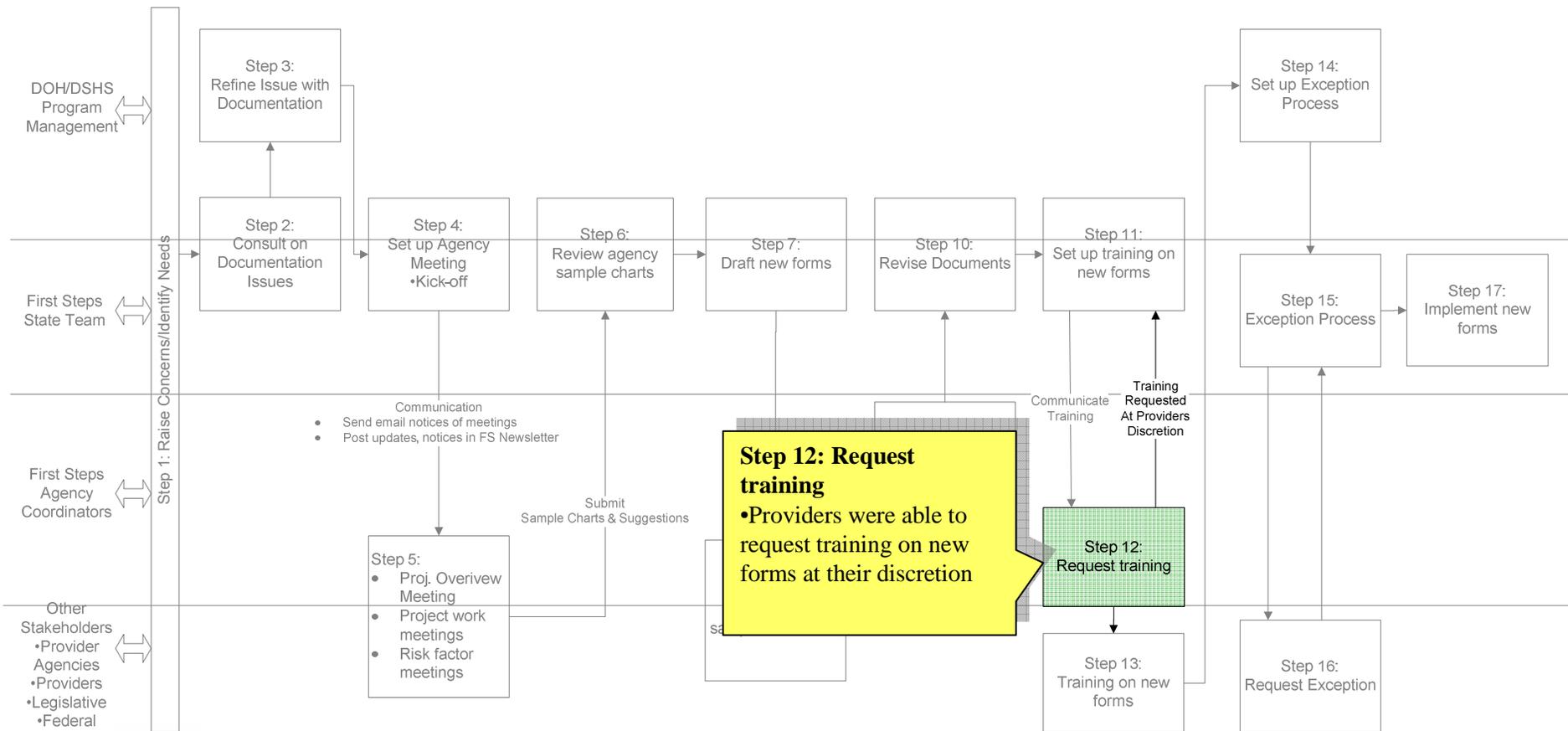
Appendix A - First Steps – Current Workflow Process (continued)

Standardized Documentation and Charting Implementation Process



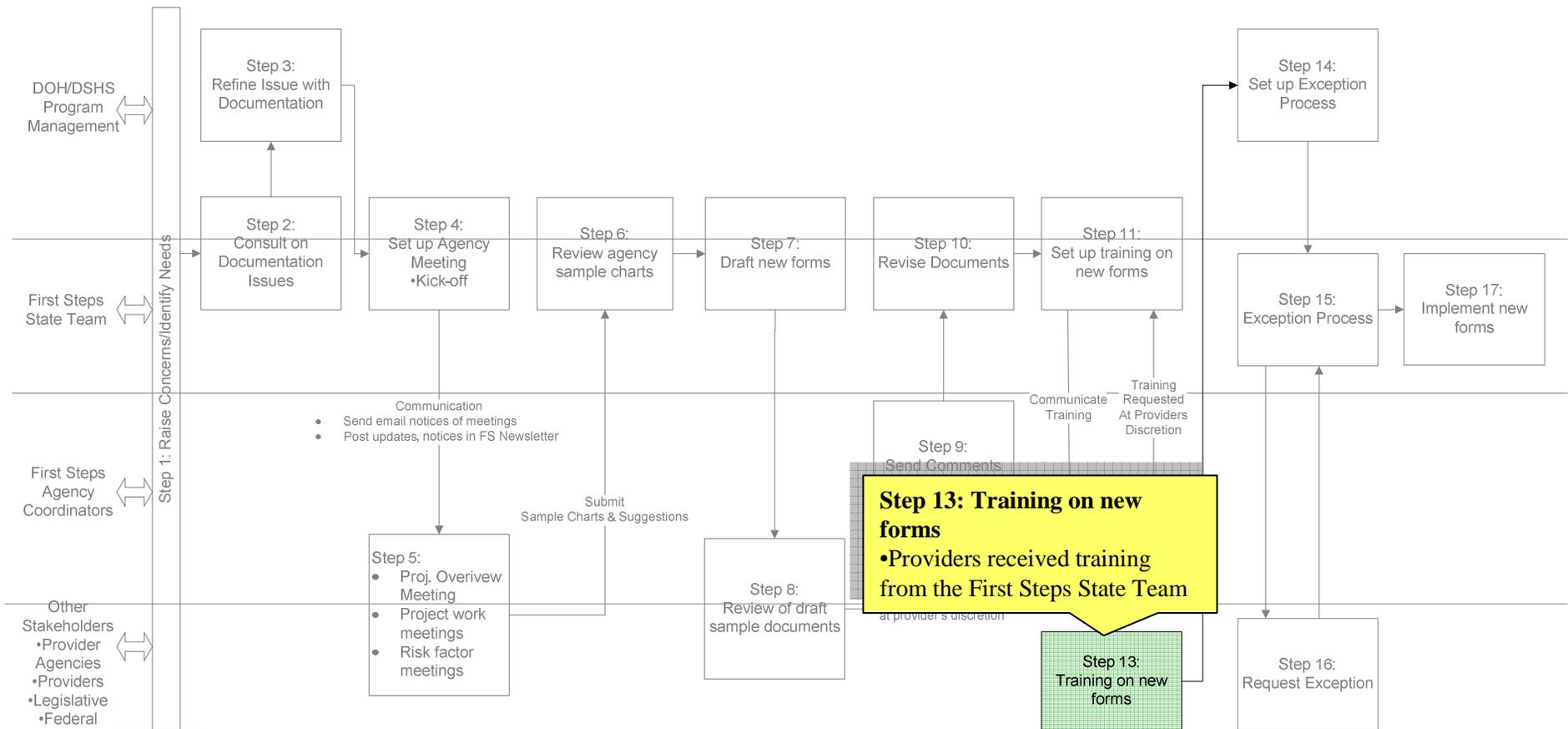
Appendix A - First Steps – Current Workflow Process (continued)

Standardized Documentation and Charting Implementation Process



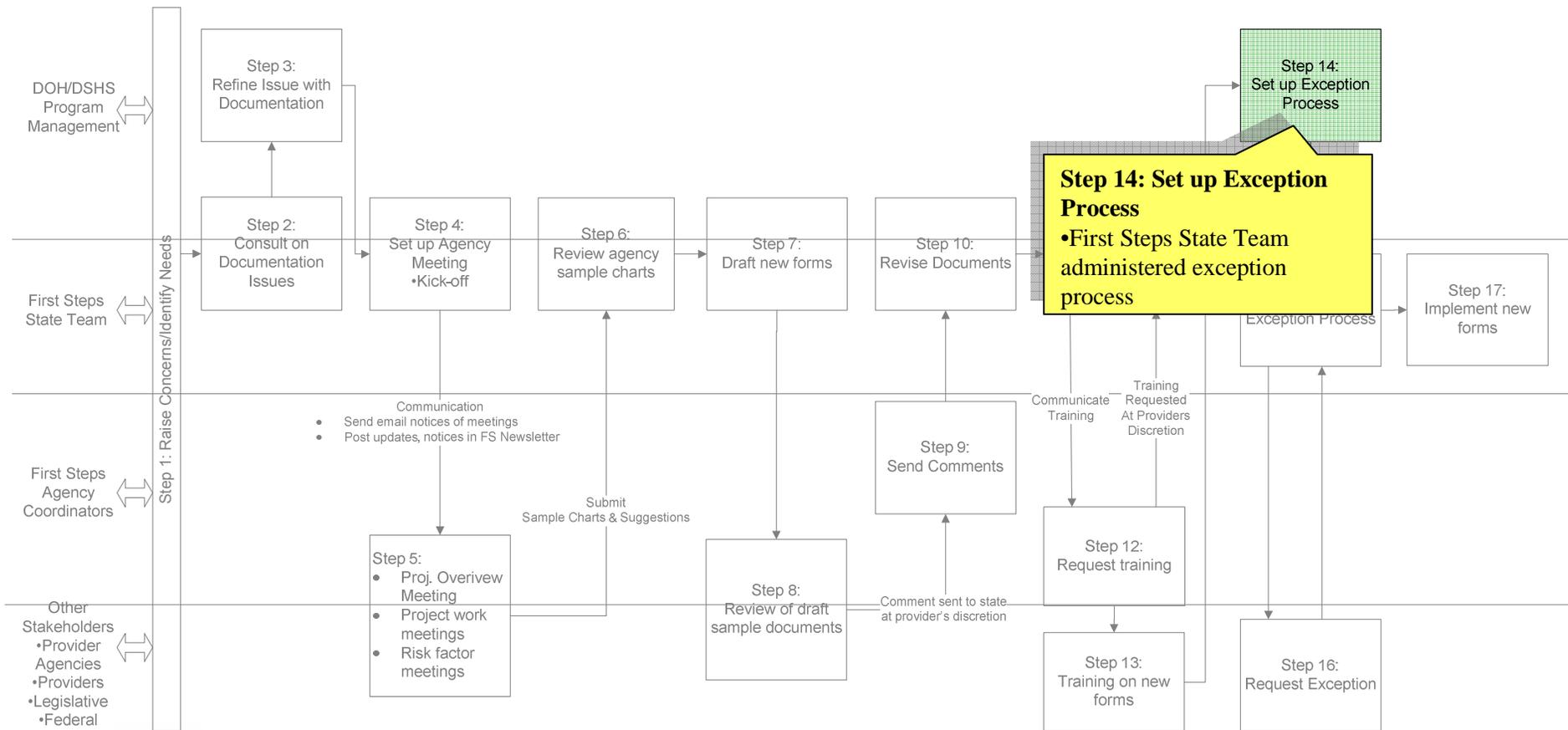
Appendix A - First Steps – Current Workflow Process (continued)

Standardized Documentation and Charting Implementation Process



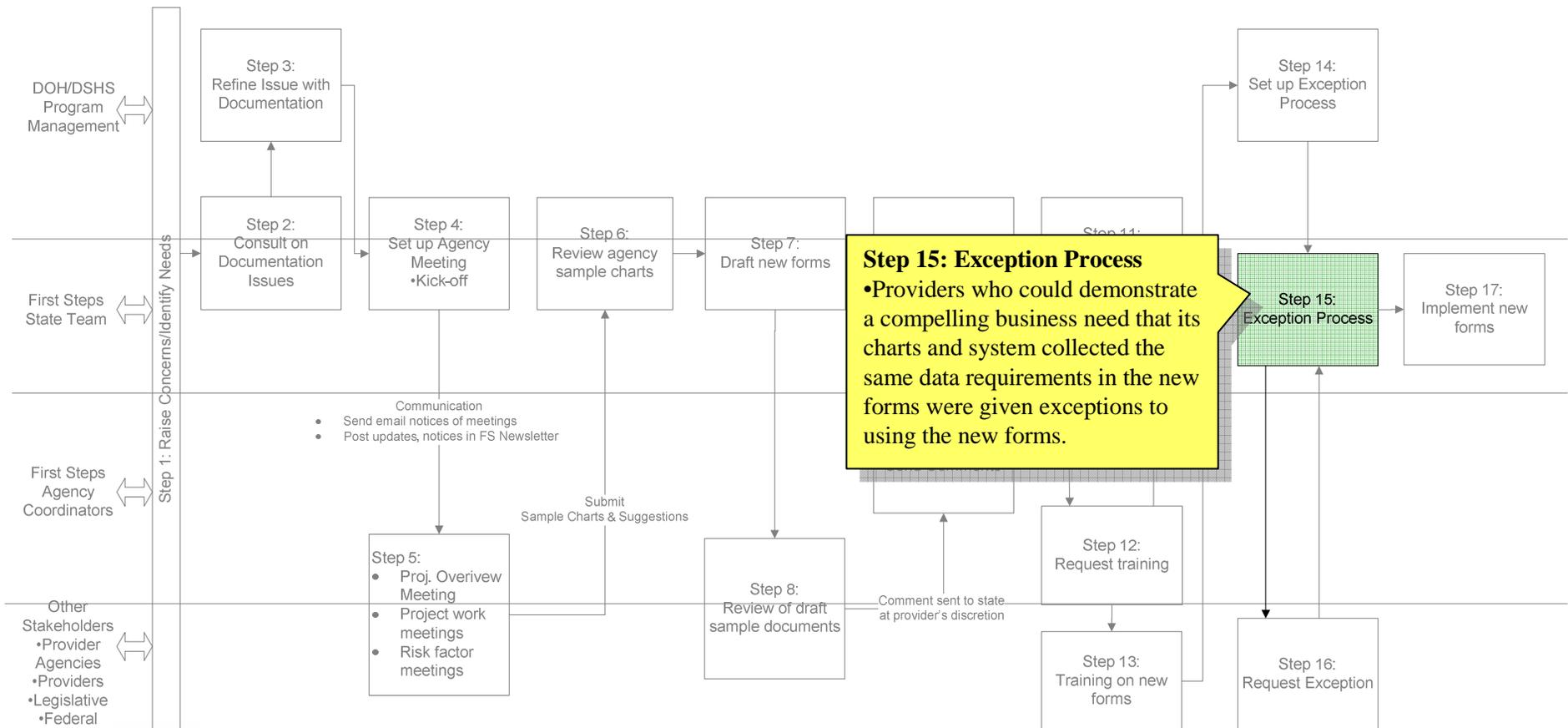
Appendix A - First Steps – Current Workflow Process (continued)

Standardized Documentation and Charting Implementation Process



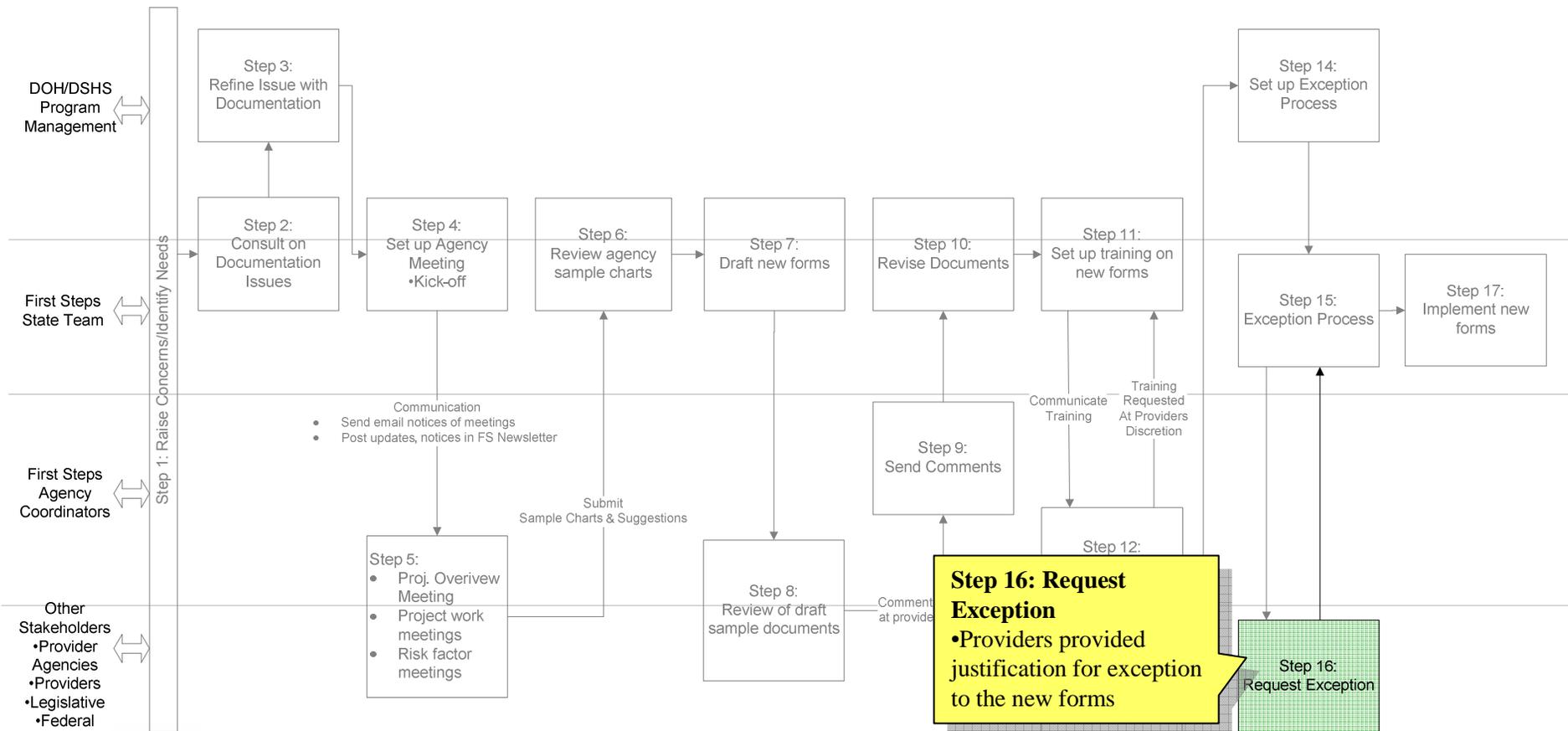
Appendix A - First Steps – Current Workflow Process (continued)

Standardized Documentation and Charting Implementation Process



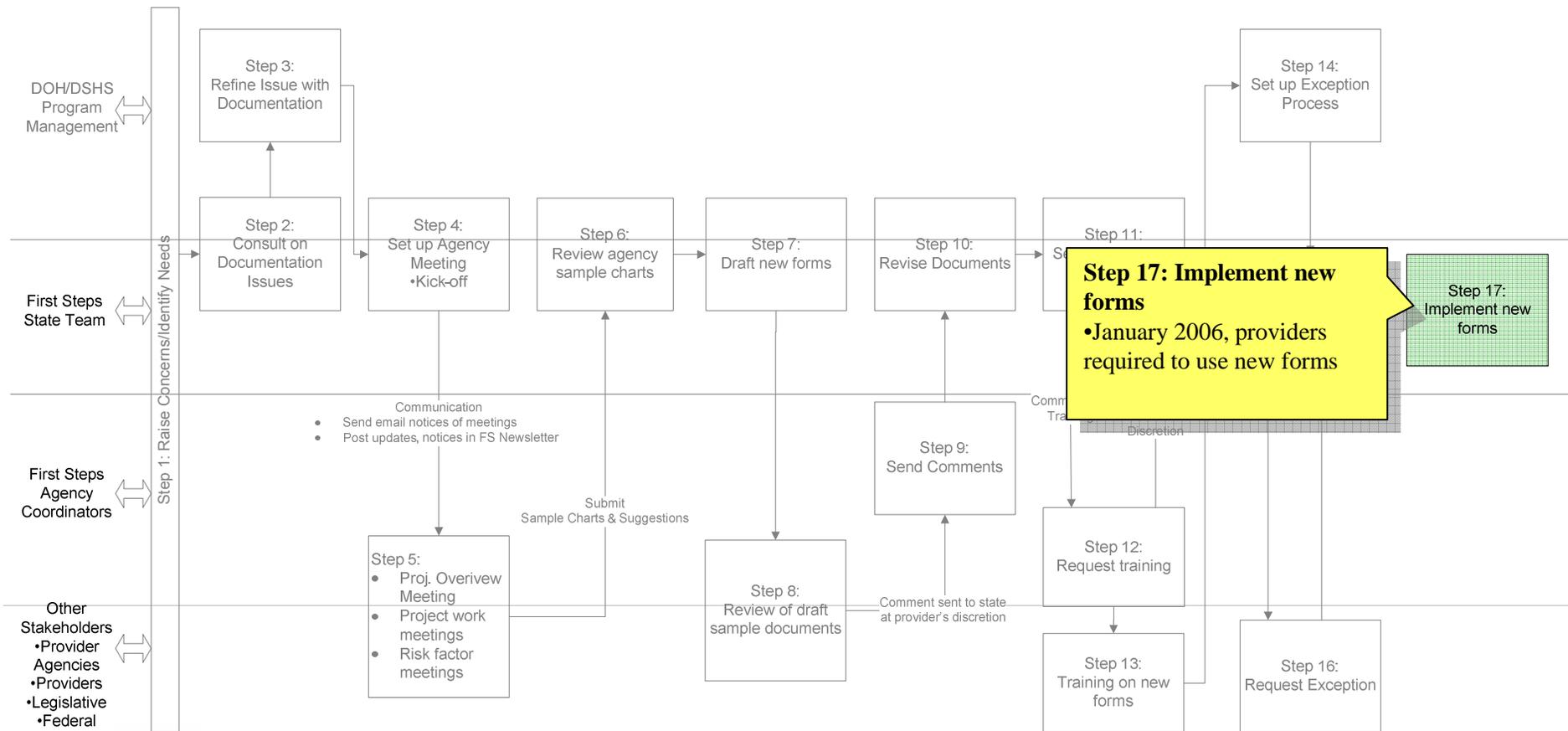
Appendix A - First Steps – Current Workflow Process (continued)

Standardized Documentation and Charting Implementation Process



Appendix A - First Steps – Current Workflow Process (continued)

Standardized Documentation and Charting Implementation Process



Appendix B

Focus Group and Teleconference Participants



Appendix B - Focus Group and Teleconference Participants

Olympia	Moses Lake		Spokane	Everett	
Cain, Karla Cruz, Lisa Dolan, Leslie Gjovik, Deanna Gray, Tina Heitkemper, Mary Kober, Marjorie Martin, Jennifer Renaud, Mary Rice, MerrieLynn Rush, Bea Stockstad, Barbie Wadsworth, Doreen Williams, Janet Whitney, Nancy PHND	Campbell-John, Lisa Cleveringa, Pamela Ellison, Cathy Eppich, Simone Goodwin, Malvina (Annie) Hefner, Lisa Jennings, Jamie Johnson, Laura Kunkel, Annie Laabs, Susan Magallon, Alicia McCormick, Carol PHND	Naiknimbalka, Magdalena Nuss, Debe Prock, Carla Payne, Juli Sauceda, Syndee Shelly, Wendy Smith, Rosario Smith, Sharon Thornock, Kathy	Barfield, Annette Haiston, Lisa Gormon-Brown, Sandra Isaac, S. Ruth Law, Caroline Mills, Diane Minarik, Susan Walli, Marilyn Wilson-Seger, Heidi PHND	Alicen, Carmen Allen, Elizabeth Busichio, Frank Carriere, Martha Grey, Sherryl Kelly, Dana McMillian, Nora Ngo, Thu Pfeiffer, Joan Poland, Nancy Rethke, Linda Self, Melissa Sewell, Carol Saldana, Cecilia PHND	Shandell, Amy Szalay, Sandy Thibodeaux, Rebecca Wachtel, Bruce (Bartja)

